SECTION 1

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the telephone.
3. Do not use this telephone near a bathtub, wash basin, kitchen sink or laundry tub, in a wet basement, near a swimming pool or any where else there is water.
4. Avoid using a telephone (other than a cordless type) during a storm. There may be a remote risk of electrical shock from lightning.
5. Do not use the telephone to report a gas leak in the vicinity of the leak.
6. Unplug this telephone from the wall outlets before cleaning. Do not use liquid cleaners or aerosol cleaners on the telephone. Use a damp cloth for cleaning.
7. Place this telephone on a stable surface. Serious damage and/or injury may result if the telephone falls.
8. Do not cover the slots and openings on this telephone. This telephone should never be placed near or over a radiator or heat register. This telephone should not be placed in a built-in installation unless proper ventilation is provided.
9. Operate this telephone using the electrical voltage as stated on the base unit or the owner's manual. If you are not sure of the voltage in your home, consult your dealer or local power company.
10. Do not place anything on the power cord. Install the telephone where no one will step or trip on the cord.
11. Do not overload wall outlets or extension cords as this can increase the risk of fire or electrical shock.
12. Never push any objects through the slots in the telephone. They can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Never spill liquid of any kind on the telephone.
13. To reduce the risk of electrical shock, do not take this phone apart. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
14. Unplug this product from the wall outlet and refer servicing to the manufacturer under the following conditions: when the power supply cord or plug is frayed or damaged; if liquid has been spilled into the product; if the telephone has been exposed to rain or water; if the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment may require extensive work by a qualified technician to restore the telephone to normal operation; if the telephone does not operate normally by following the operating instructions; if the telephone has been dropped or the case has been damaged; if the telephone exhibits a distinct change in performance.
15. Never install telephone wiring during a lightning storm.
16. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
17. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
18. Use caution when installing or modifying telephone lines.
19. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
20. Plug the DC adapter into the outlet that is nearest and most accessible to the telephone.
21. Warning: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

SAVE THESE INSTRUCTIONS

TECHNICAL INFORMATION

Amplified dB Level: 45dB
Dimensions
Handset Size: 7" x 2" x 1 1/4" (H x W x D)
Base Size: 3" x 5 1/2" x 4" (H x W x D)
Weight
Handset Weight: 3.14 oz.
Base Weight: 5.04 oz.
Power Requirements:
AC Adapter: 7.5VDC, 500 mA;
Battery: 3.6V 600mAh Ni-MH, GP60AAAH3BMJ, GPI International Ltd.
(Radio Shack Equivalent Part Number: 23-959)

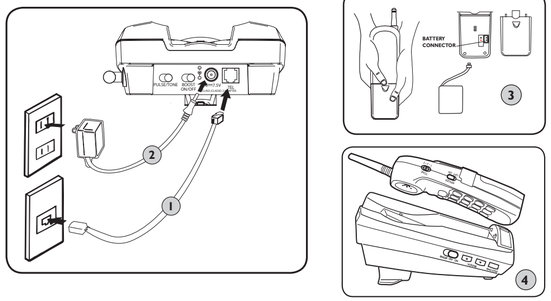
SECTION 2

INSTALLING YOUR W425 PRO

Connect your telephone as shown - see detailed steps below.

1. Connect one end of the phone cord into the (square) **LINE** port on the back of the phone; connect the other end of the phone cord into your wall telephone outlet.
2. Connect the DC adapter cord into the (round) **DC 7.5V 500mA** port on the back of your phone; plug the adapter into your wall electrical outlet.
3. Remove the handset battery door and install the battery pack; align red wire of battery connector to red dot; reattach the battery door.
4. When finished, allow the handset to charge for at least 12 hours by placing the handset in the base (**face down**, as shown below).

After 12 hours of charging, lift the handset and press the TALK button. If you hear a dial tone, your telephone is ready for use. If not, check all connections again.



WALL MOUNTING YOUR W425 PRO

1. Pull the handset hook out of the base and reverse its position so that the hook points up and will hold the handset when you hang up. See Figure 1.
2. Plug one end of the short flat telephone line cord into the jack marked LINE located on the back of the telephone. Then run the cord through the groove on the back of the phone. Insert the tabs of the mounting bracket into the slots in the back of the phone. Push the mounting bracket in and down firmly until it snaps into place. See Figure 2.
3. Plug the flat telephone line cord into the wall plate jack, then align the mounting bracket's keyhole slots with the wall plate studs and slide the base of the phone downward to secure it on the wall. See Figure 3.

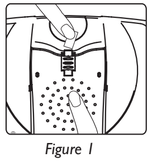


Figure 1

Figure 2

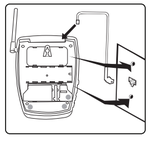


Figure 3

BATTERY INFORMATION

The battery in the handset must be fully charged for 12 hours before using the telephone for the first time.

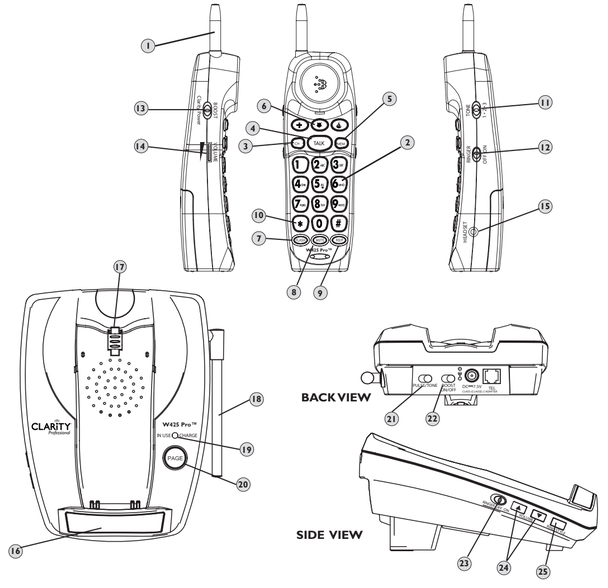
BATTERY LIFE: Talk Time: 6 hours; Standby: 5 days without usage. Actual times will vary depending on the amplifier settings used. Replace battery every two (2) years.

REPLACEMENT BATTERIES: The W425 Pro uses a 3.6Volt 600mAHr NiMH Rechargeable battery GP60AAAH3BMJ, GPI International Ltd.

To Install Batteries: remove battery cover; install battery; close battery cover.

SECTION 3

FEATURE LIST AND OVERVIEW



PROGRAMMING/DIALING MEMORY KEYS

The W425 Pro has 3 direct (one-touch) memory locations and 10 indirect (two-touch) memory locations on the telephone (0-9) that can be programmed to dial frequently called numbers of up to 16 digits.

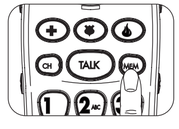


Figure 4

To Store numbers into memory

1. Press the MEM button.
2. Dial the number you wish to store.
3. Press the MEM button again.
4. Press either the emergency button or the number on the dial pad that you wish to store the number to.
5. A long beep will indicate the programming process is complete.

To Change a Number Stored into Memory

Replace a stored number by programming a new number in its place.

To Dial from Memory

1. Press the TALK button.
2. Press the MEM button.
3. Press the number on the dial pad where the desired number has been stored.
4. The call will automatically dial.
5. Adjust volume, tone and Clarity Power as needed.

To Dial From Emergency Storage Location

1. Press the TALK button.
2. Press the desired emergency button.
3. The call will automatically dial.

SECTION 4

FEATURE LIST AND OVERVIEW

1. Antenna/Handset Visual Ringer: the handset antenna lights up when the phone rings and when the BOOST function is engaged.
2. Dial Pad: used to dial the phone numbers. The keys also serve as the location for 10 two-touch memory locations (see details under PROGRAMMING section). The dial pad is backlit for ease of use.
3. **CH** (Channel Button): press this button to change channels in case you experience any interference. There are 10 channels available to ensure clear conversations.
4. **TALK** (Talk Button): press TALK to start an outgoing phone call or to answer an incoming call. The TALK button lights up red when the phone is in use.
5. **MEM** (Memory Button): use this button to program the memory keys (see details under PROGRAMMING SECTION).
6. Emergency Memory Storage Buttons: 3 one-touch memory keys. To dial out using any of these saved numbers, press the desired key and the handset dials out.
7. **FLASH (**Flash Button): to use custom calling services such as Call Waiting or Three Way Calling.
8. **MUTE (**Mute Button): allows you to conduct a private conversation that you do not want the person on the other end to hear. Pressing the MUTE button again will disengage the MUTE feature.
9. **RD/P (**Redial/Pause): when you hear the dial tone, press this button to redial the last number dialed (up to 32 digits). Press this while programming the memory keys to insert a 4-seconds pause.
10. Temporary Tone Button (*): while on a PULSE call, press this key to temporarily change to TONE dialing mode.
11. **TONE** Switch: use this switch to pick one of the 3 tone settings available
12. **RINGER ON/OFF**: set this switch to OFF position if you want to turn off the handset ringer.
13. **BOOST** Clarity Power: press this button to engage the extra amplification (see details on other page). When Boost function is enabled, the antenna light turns on.
14. **VOLUME** Dial: use the rotary control to increase or decrease the volume of the incoming call.
15. **HEADSET** port: use a standard 2.5mm plug headset with your W425 Pro handset.
16. Visual Ringer: it lights up when the phone rings.
17. Handset Tab: use this if you wish to wall mount your W425 Pro (see section below).
18. Base Antenna: ensure that the base antenna is in the upright position for best performance.
19. **IN USE/CHARGE** light (GREEN): the light turns on green if the phone is in use or is charging.
20. **PAGE:** press this key to locate the handset. Once the handset is found, press the TALK key to end the location sounds.
21. **PULSE/TONE**: choose the appropriate dialing mode according to your local settings.
22. **BOOST ON/OFF**: BOOST override function, sets the state of the BOOST function at the beginning of each call (see section BOOST FUNCTION - AMPLIFY INCOMING SOUNDS below).
23. **RINGER ON/OFF** (base): set to OFF if you want to turn off the base ringer.
24. **VOLUME** (UP/DOWN): use these keys to increase/decrease the ringer volume on the base.
25. **RING STYLE**: use this key to choose the most comfortable base ring tone for your environment.

BOOST FUNCTION - AMPLIFY INCOMING SOUNDS

1. While on a call, press the BOOST button to engage the Clarity Power amplifier; the antenna light turns on. See Figure 5.
2. Adjust the VOLUME rotary control to achieve the desired sound level (up to 45dB of amplification). See Figure 6.
3. Adjusting the TONE switch allows you to customize your hearing experience. Since we all have different hearing preferences we suggest exploring each setting to find the one most comfortable for you. See Figure 7. The three available settings are:
   1 - Flat frequency response: best for hearing aid users;
   2 - High Frequency emphasis: best used to hear high frequency sounds;
   3 - Clarity Power: makes words clearer and easier to understsand.

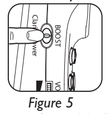


Figure 5

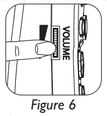


Figure 6

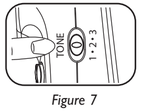


Figure 7

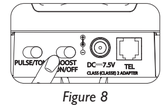


Figure 8

Boost Override Function
On the back of the W425 Pro base, there is a BOOST ON/OFF switch, to enable the Boost Override Function. When this is set to "ON" the Boost function is automatically enabled every time the phone is picked up. In standard use, when the Boost Override switch is set to "OFF" the Boost function will turn off after the phone is hung up. Setting this switch to "ON" is suggested if all the users of the phone need the amplification. Setting this switch to "OFF" is useful when people with varying hearing ability use the phone. During a call, the BOOST CLARITY POWER button can toggle the Clarity Power ON or OFF according to the user's needs. See Figure 8.

WARNING: VOLUME MAY BE LOUD!

TROUBLESHOOTING

The Unit Will Not Operate/No Dial Tone

- Verify the TALK Button is lit.
- Verify the AC adapter is securely plugged into the AC power outlet and the telephone.
- Verify the telephone line cord is securely plugged into the wall jack and the telephone.
- Make sure the base antenna is in an upright position.
- Make sure the handset battery is fully charged.
- Verify the telephone is in the correct dialing mode, tone (touch) or pulse (rotary).
- Make sure you are in the usable range of the base station.
- Reset the security code by placing the handset in the base for 5-10 seconds.

The Phone Does Not Ring When You Receive a Call

- Make sure the RINGER switch on the handset and base are set to ON.
- Verify the AC adapter is securely plugged into the base and the telephone.
- Verify the telephone line cord is securely plugged into the wall jack and the telephone.
- Make sure you are in the usable range of the base station.
- You may have too many extensions on your line. Try unplugging a few devices.

Noise, Static, Interference or Other Calls Heard while Using the Handset

- Try changing channels.
- Make sure the base antenna is in an upright position.
- Make sure you are in the usable range of the base station.
- Make sure the handset battery is fully charged.
- Try relocating the base unit to another location.
- Make sure the AC adapter is not plugged into the wall outlet with other appliances.

Phone Will Not Hold Charge

- Make sure the charging contacts on the handset and base are free of dust and dirt.
- Clean the contacts with a soft cloth.
- Make sure CHARGE LED on the base is lit when handset is in the cradle. If necessary, replace the handset battery. (See Battery Information.)

Difficulty in Placing or Receiving Calls

- Move closer to the base and try again.
- If moving closer does not work, you may have lost the security code. Reset code by placing the handset back on the base for 5-10 seconds.
- Make sure you have selected the correct dialing mode, tone or pulse.
- Make sure the AC adapter is not plugged into a wall outlet with other appliances.
- Disconnect for 5-10 seconds then reconnect. Place the handset back on the base and reinsert the AC adapter.
- Make sure the handset battery is fully charged.

WARRANTY SERVICE INFORMATION

The following warranty and service information applies only to products purchased and used in the U.S. and Canada. For warranty information in other countries, please contact your local retailer or distributor.

Limited Warranty: Clarity, a division of Plantronics, Inc. ("Clarity") warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the date of original purchase ("Warranty Period"). The obligation of Clarity under this warranty shall be at Clarity's option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

Exclusions from Warranty: This warranty applies only to defects in factory materials and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Clarity, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Clarity or an authorized service center, is not a defect covered by this warranty. Telephone companies manufacture different types of equipment and Clarity does not warrant that its equipment is compatible with the equipment of a particular phone company.

Implied Warranties: Under state law, you may be entitled to the benefit of certain implied warranties. These implied warranties will continue in force only during the warranty period. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental or Consequential Damages: Neither Clarity nor your retail dealer or selling distributors has any responsibility for any incidental or consequential damages including without limitation, commercial loss or profit, or for any incidental expenses, expenses, loss of time, or inconvenience. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

WARRANTY SERVICE INFORMATION

Other Legal Rights: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

How to Obtain Warranty Service: To obtain warranty service, please prepay shipment and return the unit to the appropriate facility listed below.

In the United States: Clarity Service Center, 4289 Bonny Oaks Drive, Suite 106, Chattanooga, Tennessee 37406

Tel: (423) 629-3500 or (800) 426-3738; Fax: (423) 622-7646 or (800) 325-8871

In Canada: Plantronics Service Centre, 2732 Etienne Lenoir, Laval Quebec H7R 0A3

Tel: (800) 540-8363 or (514) 956-8363; Fax: (514) 956-1825

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage. Include the following information: A proof-of-purchase indicating model number and date of purchase; Bill-to address; Ship-to address; Number and description of units shipped; Name and telephone number of person to call, should contact be necessary; Reason for return and description of the problem.
Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.

REGULATORY COMPLIANCE

Part 68 of FCC Rules Information

a) This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

b) A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug, RJ11C USOC, is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

c) The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX.

The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

d) If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

e) The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

f) If trouble is experienced with this telephone equipment, for repair or warranty information, please contact Clarity, 1-800-426-3738. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

g) This telephone equipment is not intended to be repaired and it contains no repairable parts. Opening the equipment or any attempt to perform repairs will void the warranty. For service or repairs, call 1-800-426-3738.

h) Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

i) If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this telephone equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

j) This telephone equipment is hearing aid compatible.

Customer-Owned Coin/Credit Card Phones:

To comply with state tariffs, the telephone company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

REGULATORY COMPLIANCE

Part 15 of FCC Rules Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Your equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one of the following measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.
2. To the extent possible, relocate the television, radio or other receiver with respect to the telephone equipment. (This increases the separation between the telephone equipment and the receiver.)
3. Connect the telephone equipment into an outlet on a circuit different from that to which the television, radio, or other receiver is connected.
4. Consult the dealer or an experienced Radio/TV Technician for help.

WARNING: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Technical Specifications

This product meets the applicable Industry Canada technical specifications.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier.

Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

WARNING: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

(The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.)

This Class B digital apparatus complies with Canadian ICES-003.

Privacy of communicaions may not be ensured when using this phone.

PARTY RESPONSIBLE FOR REGULATORY COMPLIANCE

Clarity, A Division of Plantronics, Inc.
4289 Bonny Oaks Drive, Suite 106
Chattanooga, TN 37406
Phone: 1-800-426-3738

PRINTED IN CHINA

CLARITY Professional

User Guide

W425 Pro™

Amplified Cordless Phone 45dB with Clarity Power™

Clarity, a Division of Plantronics, Inc.
4289 Bonny Oaks Drive, Suite 106
Chattanooga, TN 37406
1-800-426-3738
www.clarityproducts.com

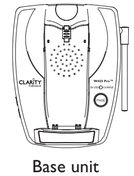
© 2009 Clarity, a division of Plantronics, Inc. All rights reserved. Amplifying your life, Clarity, the amplification device, Clarity and the amplification device combined, Clarity Professional, W425 Pro, Clarity Power are trademarks or registered trademarks of Plantronics, Inc.

Rev. F (10-09)

CONTENTS & PARTS CHECKLIST

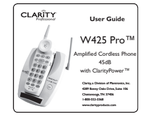
Your package includes all the items as shown here. If there is anything missing, please contact our Customer Care Department immediately.
NOTE: PLEASE RETAIN A COPY OF PROOF OF PURCHASE FOR YOUR RECORDS.

Handset



Base unit

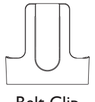
Telephone line cords (one long cord and one short cord)



User guide

Battery Pack

Mounting bracket



Belt Clip

DC adapter